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**Information Disclosure Citation  
In an Application**
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09/550,960Applicant(s)  
Richard C. LevineDocket Number  
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3629Filing Date  
April 17, 2000**U.S. PATENT DOCUMENTS**

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A						
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						
	K						
	L						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
M	EP 0 400 771	12/05/1990	EPO		H04N 1/32		X	
N	EP 0 701 358	03/13/1996	EPO		H04M 3/42		X	
O	GB 2 307 137	05/14/1997	United Kingdom		H04M 1/27		X	
P								

**DOCUMENT (Including Author, Title, Source, and Pertinent Pages)****DATE**

Q	Kerry W. Hassler et al., "Revolutionizing DEFINITY® Call Centers in the 1990s," <i>AT&amp;T Technical Journal</i> , July/August 1995, 10 pages.	July/August 1995
R	Supplementary European Search Report in European Patent Application No. EP 99 91 2546, dated December 2, 2004, 3 pages.	December 2, 2004
S		
T		

**EXAMINER***[Signature]***DATE CONSIDERED**

5-11-05

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

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